

MUCH MORE
THAN I.T.

POSSIBILITY

CARE COORDINATION
FOR RISK BASED CONTRACTING

PinpointCare



Solving for Today. Preparing for Tomorrow.

Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!

Cisco WebEx Event Center

File Edit View Communicate Participant Event Help

Event Info Public_Webc...

01

Click for Full Screen Mode

Q&A

All (0)

Participants

Q&A

Click to open Q&A Panel

POSSIBILITY

GALEN
HEALTHCARE SOLUTIONS

MUCH MORE
THAN I.T.

Welcome to Today's Webcast

The webcast will begin shortly...

Ask: All Panelists

Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit.

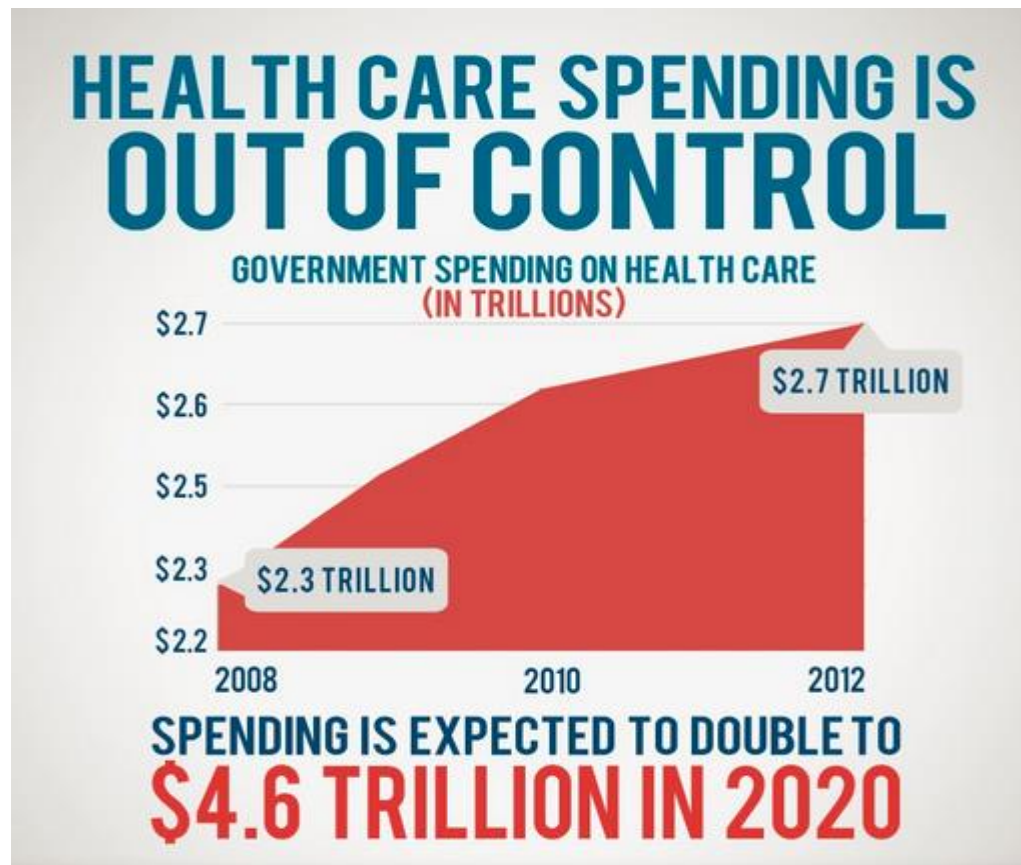
Send

Connected

Presented by:

- Rita Owens, RN, VP Clinical Solutions**
- Karla Koertner, Lead Consultant**
- Nate Bessa, Associate Technical Consultant**

Healthcare spending topped \$2.9 trillion in 2013



Who is doing the spending?

- **Medicare**
- **Medicaid**
- **Private Health Insurance**
- **Out of Pocket**

Where is this money being spent?

- **Hospital Care**
- **Physician & Clinical Services**
- **Home Health Care**
- **Prescription Drugs**
- **Medical Equipment**
- **Over-the-Counter products**

Better

Smarter

Healthier

*“... better care, spends health care dollars
more wisely and results in healthier
people.”*

Medicare FFS payments tied to
QUALITY & VALUE
via
Alternative Payment Models

30% by the end of 2016

50% by the end of 2018

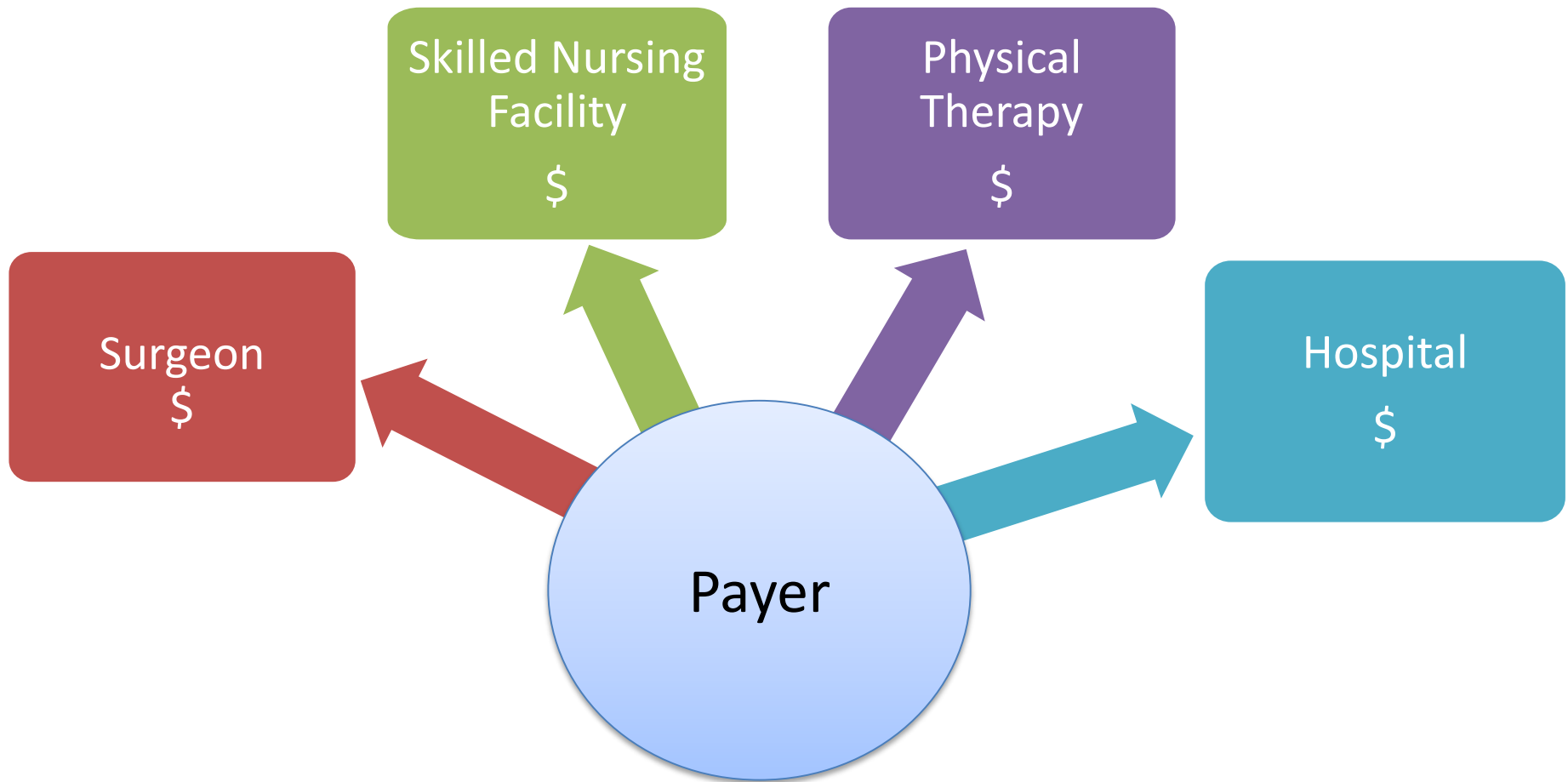
**“Accountable Care Organizations (ACOs)
Or
Bundled Payment arrangements”**

Episode of Care

Examples:


- **Pregnancy**
- **Post MI or Stroke**
- **Post Surgery or Procedure**
- **Period of time associated with Diabetes, CAD, COPD**

Fee-for-Service



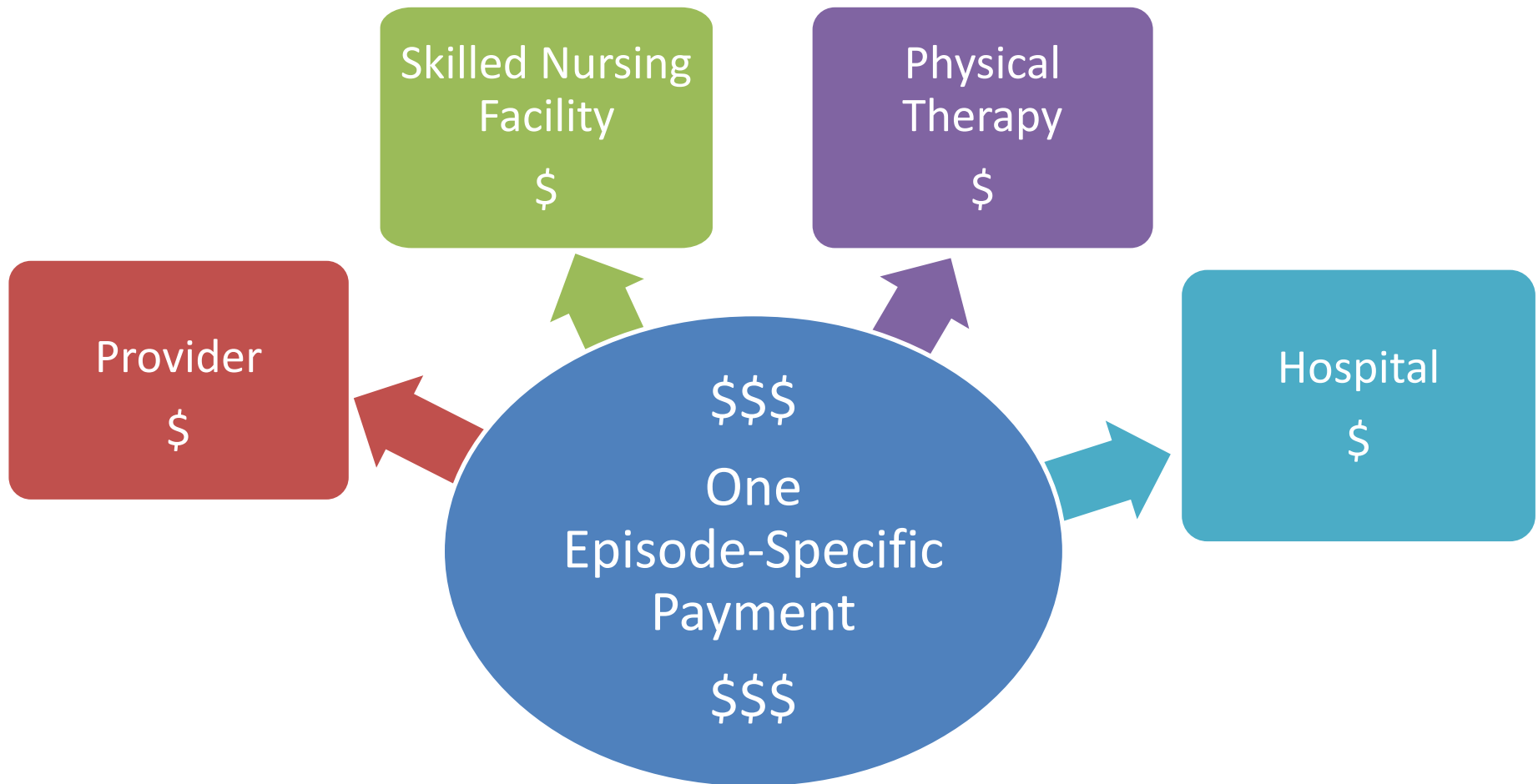
Bundled Payment Arrangement

- **Assume the Risk - Cost & Outcomes**
- **Benefit from the Savings**



\$ One Contracted Price \$
for all services associated in
the Episode of Care

Bundled Payments



- January 31, 2013
- The CMMS announces organizations selected to participate in 1st round of **BPCI**
- **Bundled Payments for Care Improvement initiative**
- 4 Models
- 48 Initial Episodes of Care
- 30, 60, 90 day periods

<http://innovation.cms.gov/initiatives/Bundled-Payments/>

Procedures & Surgery

- Joint Replacement
- Spinal Fusion
- Revisions of past Ortho surgery
- Pacemaker Insertion
- Cardiac Defibrillator placement
- Cardiac Valve
- Coronary Bypass

Acute & Chronic Conditions

- Myocardial Infarction
- Chest Pain
- COPD
- Diabetes
- Digestive Disorders
- Stroke

Where's the proof?

Heart Bypass Center Demonstration

- 5 year demonstration (1991-1996)
- Heart Bypass surgery
- 90 day post discharge episode of care
- \$50.3 million saved

\$ 42.3 (Medicare)

+ \$ 7.9 (patients & their Part B insurers)

Employers/Commercial

Walmart

Pepsi Co.

Boeing

Kroger

BCBS

Aetna

Cigna

Humana

Walmart™

Cardiac, Spine & other select surgeries

- Obtain care from 1 of 6 Center of Excellence Hospitals
- Employees bear NO out of pocket costs (travel, lodging, meals, copays)
- Reimbursed a single bundled payment
that includes all physician and hospital costs
associated with both inpatient and outpatient
pre- and post-operative care.

Medicaid

- **Arkansas Health Care Payment Improvement Initiative**
 - CHF
 - Upper respiratory infection
 - Perinatal
 - Attention deficit hyperactivity disorder
 - Total joint replacement (hip & knee).
- **Ohio and Tennessee similar programs**



- Fall 2013 – CMS BPCI arrangement
- Model 3
- Target Price
- Major Joint Replacement (DRGs 469 and 470)
- One SINGLE payment
 - ✓ Surgeon
 - ✓ Hospital
 - ✓ SNF
 - ✓ HH
 - ✓ PT

The answer is simple...

Care Coordination

- Patient-specific risk
- Care plans
- Patient tracking
- Real Time Partner Communication
- Patients engagement
- Post Episode Metric Evaluation

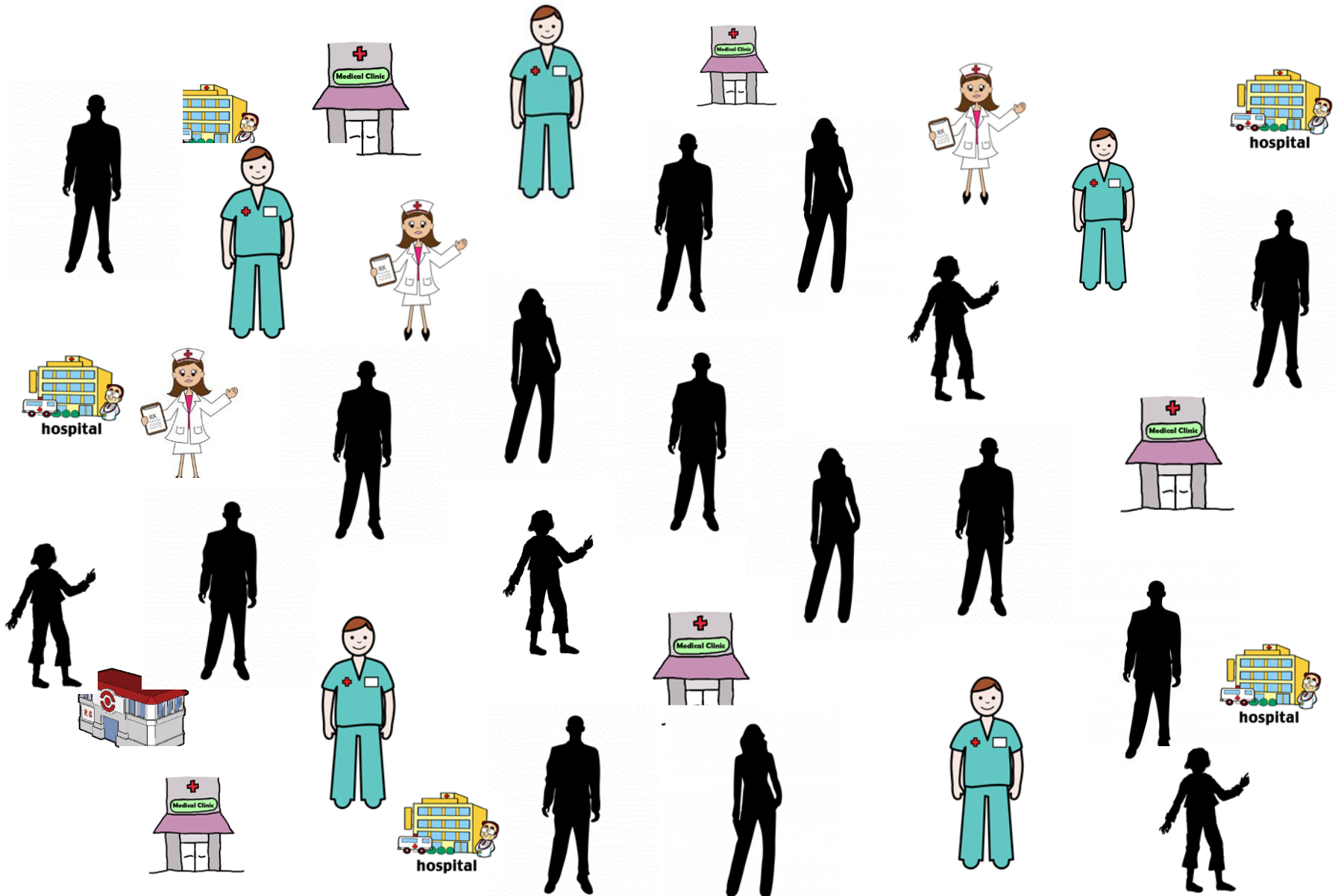
50+ post-acute care partners

- Providers
- Hospitals
- Skilled Nursing Facilities
- Home health facilities
- Physical therapy practices



SOLVING FOR TODAY. PREPARING FOR TOMORROW.

GALEN
HEALTHCARE SOLUTIONS



... and the answer is complicated.

- EHR's lack the tools necessary to plan care for a specific procedure, diagnosis or condition
- Partners are NOT sharing one electronic record
- No visibility into Partner performance



Configurable care plans...

- Personalize for every patient
- Simplify the complexity of care coordination
- Engage patients as care plans progress

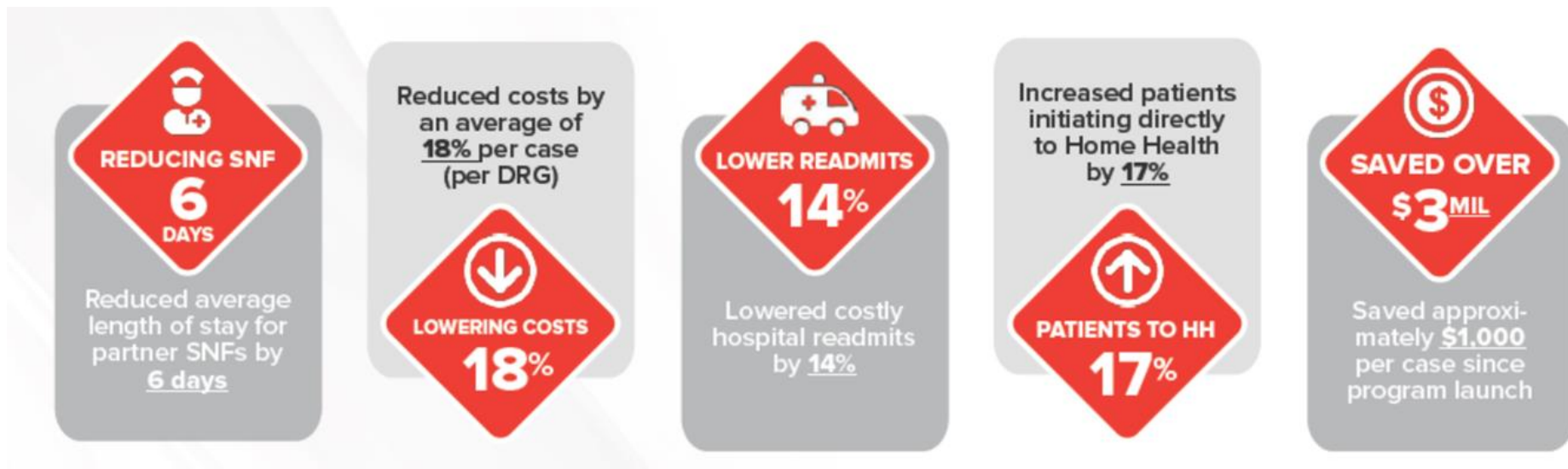
Streamlined communications...

- Trigger notifications to care providers as patients progress
- Collaborate with other providers during transitions of care

Intuitive user experience...

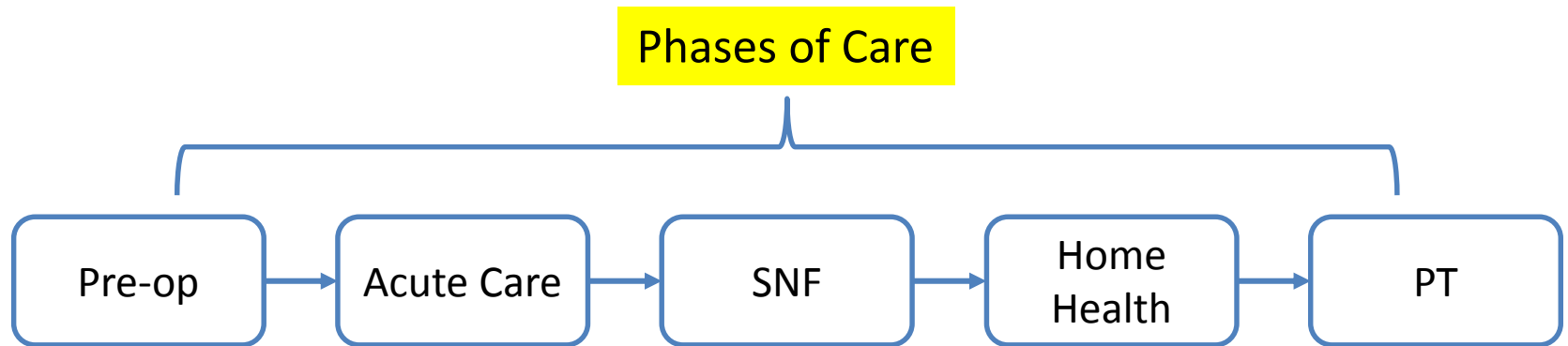
- Make it simpler
- Require less from the physician
- Filter data and escalate outliers

The Results!



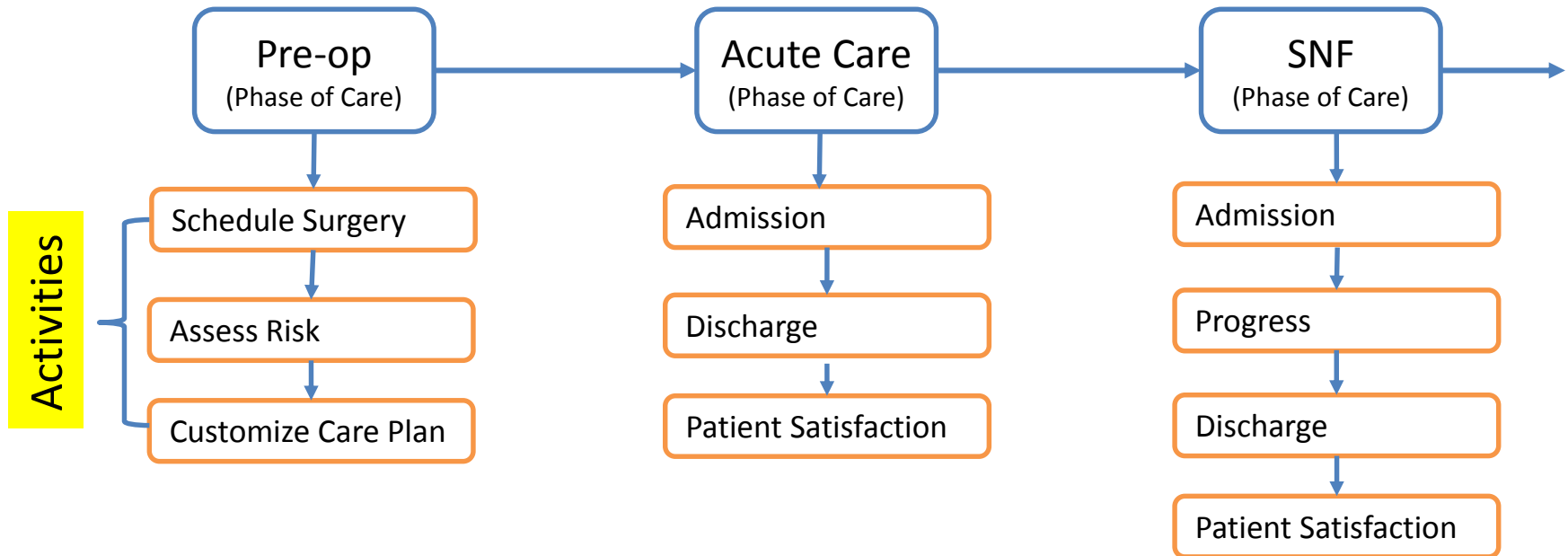
What is a Care Plan?

A road map guiding everyone involved in a patient's care

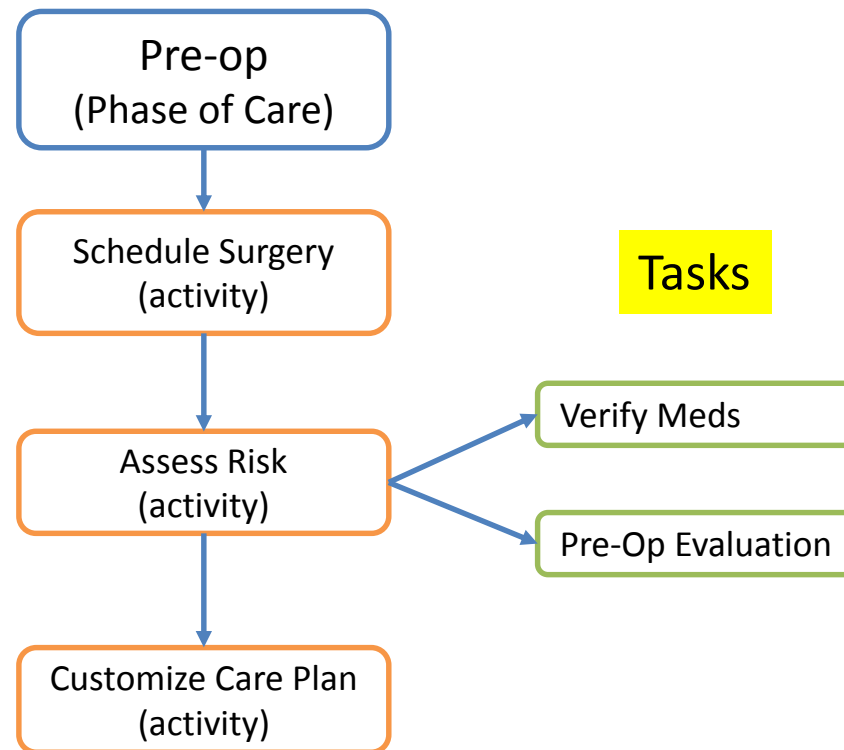


Timeline is critical for patients in 30, 60, or 90 day bundles.

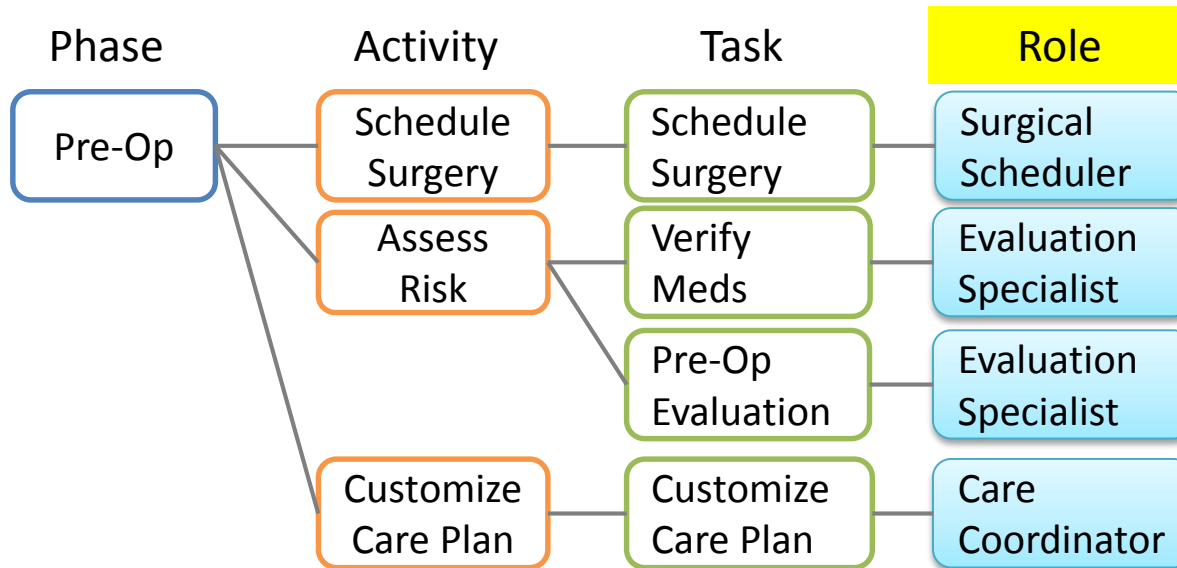
Each Phase of Care can have multiple activities



Each activity can have multiple tasks



Tasks are assigned to users



- This can be different for each organization.
- Partner users (HH, SNF, PT, etc) will only have access to patient assigned to their facility.

A Care Plan is assigned to a patient

Assign a Care Plan

Care Plan* Knee

Procedure* Total knee replacement

Laterality* Left

Assign Care Plan

Care Plan 1

Demographics

Patient Notes

Medications

Patient History

Call Log

Assign a Care Plan

Emergency

Care Plans

View care plan details below.

Active

Knee - Left - Total knee replacement - (Assigned on: May 6, 2015)

Active

Phase of Care	Activity	Activity Due	Activity Complete	Status
Pre-Op	*Schedule Surgery	May 6, 2015		...
	Introduce Patient To Program	May 6, 2015		...

Surgery is
scheduled

Schedule Surgery

Select surgery date*

5/29/2015



Ortho Surgeon*

James Bones

Facility*

Glenbrook Hospital

Save

Cancel

Care Plans 2 Demographics Patient Notes Medications

Care Plans

View care plan details below.

Knee - Left - Total knee replacement - (Assigned on: May 6, 2015)

Active

Phase of Care	Activity	Activity Due	Activity Complete	Status
Pre-Op	*Schedule Surgery	May 6, 2015	May 6, 2015	✓
	Introduce Patient To Program	May 6, 2015		...
	*Schedule Pre-operative Evaluation	May 1, 2015	May 6, 2015	✓
	*Pre-operative Evaluation	May 8, 2015		...
	*Personalize Care Plan	May 1, 2015		...
Acute Care	*Admission	May 29, 2015		...

Acute Care

Location: Glenbrook Hospital

Address: 2100 Pfingsten Rd, Glenview, IL 60026

Pre-Op evaluation with dynamic scoring is completed

Patient Information

Katie Kitchen

DOB: Jun 6, 1966
Guthrie, OK 73044
MRN: KK8877334

Return to Activity

Care Plan Information

- Surgeon: James Bones
- Evaluator: Eric Evaluation Specialist
- Surgery date: Friday, May 29, 2015
- Surgery location: Glenbrook Hospital

Patient Information

Functionality & Environment

Physical Assessment

Quality Reporting

Recovery

Evaluation Score

89

Pre-Op Evaluation - Galen - Knee

Physical Assessment

Physical Assessment

* BMI

Weight (lb)	Height (ft)	Height (in)	BMI
182	5	5	30.3

* Does the patient have a significant knee/hip contracture that could limit functional progression following surgery?

☒ Yes
☐ No

* Does the patient currently have an abnormal gait pattern?

☒ Yes
☐ No

* What type of gait abnormality is present?

Dependent Question

- Lower scores = higher risk

SOLVING FOR TODAY. PREPARING FOR TOMORROW.

Personalize Care Plan

Make changes to patient's care plan: Knee below

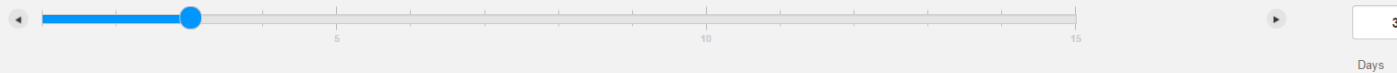
Care Plan is
personalized

Knee

Phase of Care	Activity	Due Date	Actual Date	Status
Pre-Op	Schedule Surgery	05/06/2015	05/06/2015	✓
	Introduce Patient To Program	05/06/2015		---
	Schedule Pre-operative Evaluation	05/01/2015	05/06/2015	✓
	Pre-operative Evaluation	05/08/2015		
	Personalize Care Plan	05/02/2015		---

Phase of Care	Activity	Due Date	Actual Date	Status
Acute Care	Admission	05/29/2015		---
	Discharge	05/31/2015		---
	Location: Glenbrook Hospital Address: 2100 Plingsten Rd, Glenview, IL 60026			

Update Length of Stay



Phase of Care	Activity	Due Date	Actual Date	Status
Skilled Nursing	Admission	05/31/2015		---
	SNF Discharge	06/03/2015		---
	Patient Satisfaction	06/04/2015		---
Location: Select Provider				

Update Length of Stay



Delete Phase

Customized Care Plan displays with activity due dates and status

Care Plans 2
Demographics
Patient Notes
Medications
Patient History
Call Log

Assign a Care Plan Emergency

Care Plans

View care plan details below.

Active

Knee - Left - Total knee replacement - (Assigned on: May 6, 2015)

Active

Phase of Care	Activity	Activity Due	Activity Complete	Status
Pre-Op	*Schedule Surgery	May 6, 2015	May 6, 2015	✓
	Introduce Patient To Program	May 6, 2015		...
	*Schedule Pre-operative Evaluation	May 1, 2015	May 6, 2015	✓
	*Pre-operative Evaluation	May 8, 2015		...
	*Personalize Care Plan	May 2, 2015	May 6, 2015	✓
Acute Care Location: Glenbrook Hospital Address: 2100 Pfingsten Rd, Glenview, IL 60026	*Admission	May 29, 2015		...
	*Discharge	May 31, 2015		...
Skilled Nursing Location: Patient will select later	*Admission	May 31, 2015		...
	*SNF Discharge	Jun 3, 2015		...
	Patient Satisfaction	Jun 4, 2015		...
Home Health	*Admission	Jun 3, 2015		...

Acute care partner
logs in to complete
tasks assigned to
them

Verify Discharge Details

Discharge to Skilled Nursing

Current discharge location

Selection has been deferred

Are these details correct? ☐ Yes ☒ No

Actual discharge

Lee Manor Nursing and Rehab
1301 Lee St. Des Plaines, IL 60018

[Change selection](#)

☒ Provider

☐ Patient Skipped Phase (This can not be undone)

Planned Discharge Date

05/31/2015

Is this the actual discharge date?

☐ Yes ☒ No

Actual Discharge Date

6/2/2015

[Save](#)

[Cancel](#)

Care Plans 2 Demographics Patient Notes Medications

Care Plans

View care plan details below.

Knee - Left - Total knee replacement - (Assigned on: May 6, 2015)

Active

Phase of Care	Activity	Activity Due	Activity Complete	Status
Pre-Op	*Schedule Surgery	May 6, 2015	May 6, 2015	✓
	Introduce Patient To Program	May 6, 2015		---
	*Schedule Pre-operative Evaluation	May 1, 2015	May 6, 2015	✓
	*Pre-operative Evaluation	May 8, 2015		---
	*Personalize Care Plan	May 2, 2015	May 6, 2015	✓
Acute Care	*Admission	May 29, 2015		---
	*Discharge	May 31, 2015	May 6, 2015	✓

Location: Glenbrook Hospital
Address: 2100 Pfingsten Rd, Glenview, IL 60026
Actual Phase End Jun 2, 2015 (+2)

Skilled nursing partner logs in to complete tasks

SNF Verify Admission Details

Admission to **Skilled Nursing**

Planned Admission Date

05/31/2015

Is this the actual admission date?

☐ Yes ☒ No

Actual Admission Date

6/2/2015

Planned Discharge Date

06/03/2015

Is the planned discharge date correct?

☐ Yes ☒ No

Anticipated Discharge Date

6/5/2015

Save
Cancel

Care Plans

View care plan details below.

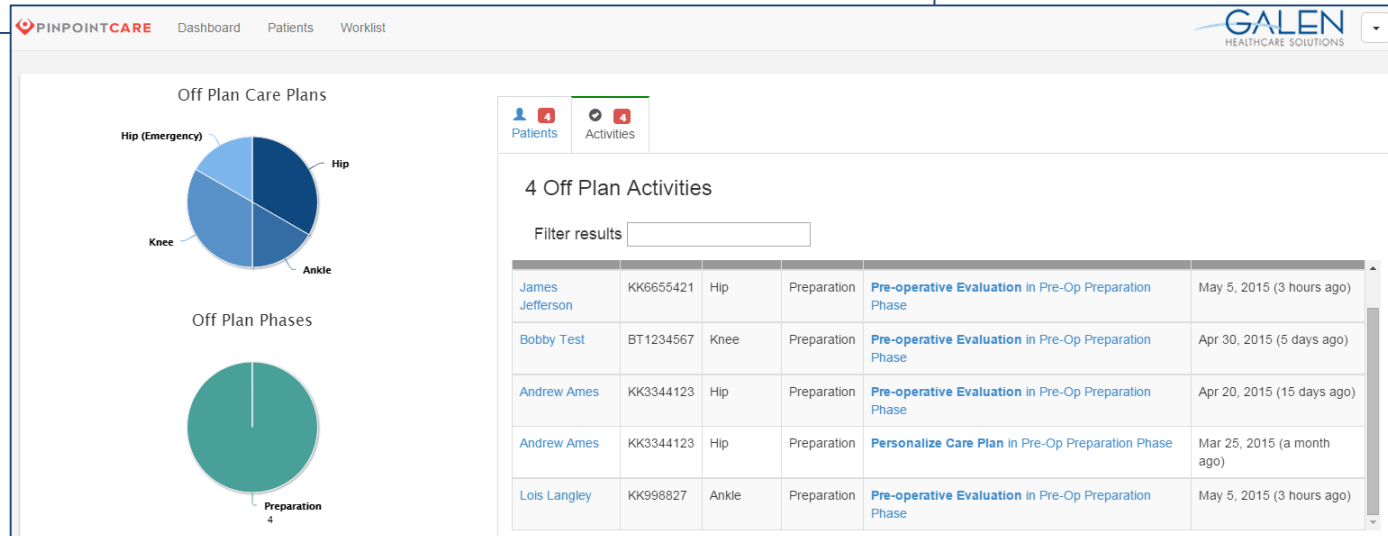
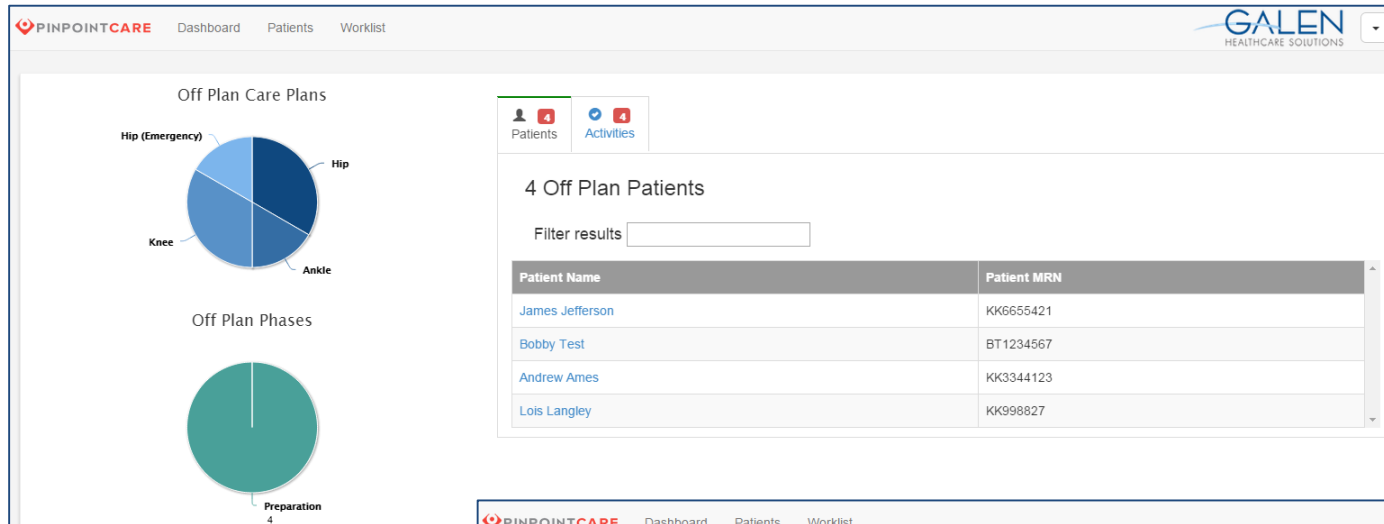
Emergency

Knee - Left - Total knee replacement - (Assigned on: May 6, 2015)

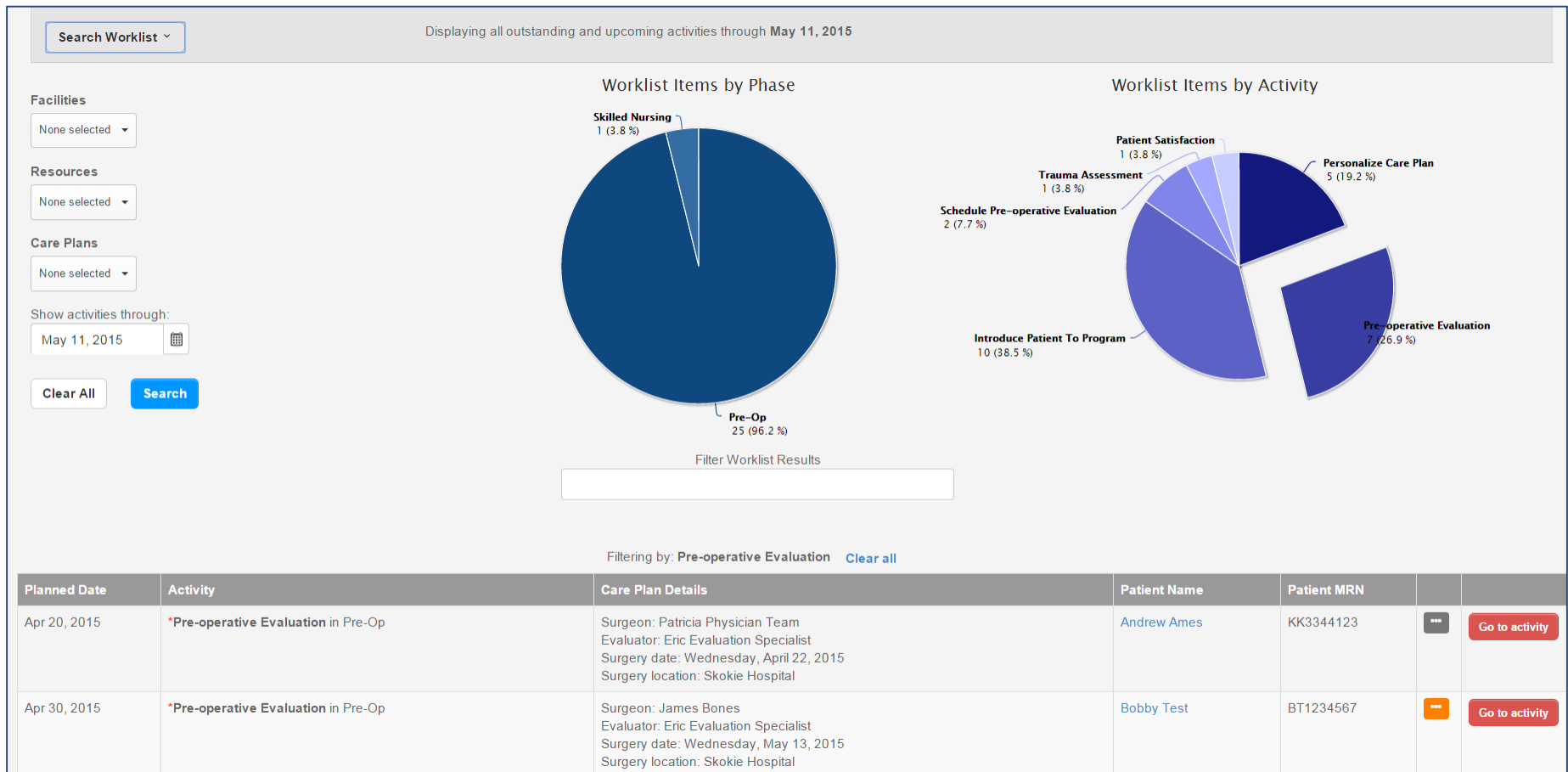
Active

Phase of Care	Activity	Activity Due	Activity Complete	Status
Pre-Op	*Schedule Surgery	May 6, 2015	May 6, 2015	✓
	Introduce Patient To Program	May 6, 2015		---
	*Schedule Pre-operative Evaluation	May 1, 2015	May 6, 2015	✓
	*Pre-operative Evaluation	May 8, 2015		---
	*Personalize Care Plan	May 2, 2015	May 6, 2015	✓
Acute Care	*Admission	May 29, 2015		---
	*Discharge	May 31, 2015	May 6, 2015	✓
	Actual Phase End	Jun 2, 2015 (+2)		
Skilled Nursing	*Admission	May 31, 2015	May 6, 2015	✓
	*SNF Discharge	Jun 3, 2015		---
	Anticipated Phase End	Jun 5, 2015		

Dashboard identifies off-plan patients and activities



Role based worklists



Galen's PinpointCare Services

- Exclusive Software Reseller
- Interface Configuration (ADT & SIU)
- Project Management
- Payment Model Implementation
- Workflow Design & Training
- Patient Engagement Tools – (Dragonfly)



To learn more about PinpointCare or to schedule a more in-depth demo, please contact us at sales@galenhealthcare.com

Thank you for joining us today.

To access the slides from today's presentation, as well as our past webcasts, please visit:

<http://wiki.galenhealthcare.com/Category:Webcasts>

For additional assistance or to request information about our many services and products, please contact us through our website:

www.galenhealthcare.com

The screenshot displays the Galen Healthcare Solutions website. The header includes the company logo, navigation links (Blog, Wiki, Webcasts, Forum, Careers), a search bar, and a 'Company' dropdown menu. The 'Company' menu is open, showing 'Executive Team', 'Careers', and 'Contact Us' (highlighted with a red box). The main content area features a 'Contact Us' header with a background image of healthcare professionals. Below the header is a form with the following fields: First Name *, Last Name *, Company *, Phone *, and Email *. The 'Contact Us' link in the left sidebar is also highlighted.

MUCH MORE THAN I.T.



**SOLVING FOR TODAY.
PREPARING FOR TOMORROW.**

GALENHEALTHCARE.COM